



CITY OF ATLANTA

Job Announcement

CUSTOMER SERVICE MANAGER

STARTING SALARY: \$35,718

Salary Grade: 18

Applications Accepted From: November 18, 2003 until vacancy is filled or until December 12, 2003

Our office will be closed on Thursday and Friday, November 27 & 28, 2003 in observance of Thanksgiving.

Minimum Job Requirements

Persons applying must have a bachelor's degree in Public or Business Administration or a related field and two years of supervisory administrative or customer service management experience; or an equivalent combination of education, training, and experience.

Duties of the Job:

This employee assists management by providing customer information; monitors work order process performance measures, both financial and operational; supervises and evaluates assigned staff; directs and monitors walk-in inquiries; assists and resolves problems and concerns; plans and coordinates the training for departmental personnel; maintains records of same; evaluates, approves, maintains and updates employee payroll and attendance records; approves service vouchers from governmental and private agencies; prepares various types of reports and documents such as training reports, performance appraisals and weekly and monthly reports; communicates both orally and written with departmental personnel, management and outside officials for the purpose of providing information related to customer service activities.

To Apply For This Job

Applications will be accepted weekdays during the hours 8:30 a.m. - 4:30 p.m., Monday through Friday.

Resumes will not be accepted in lieu of application.

Apply at: Department of Human Resources, 68 Mitchell Street SW, Suite 2107, Atlanta, GA. 30303.

Phone: (404) 330-6369

www.atlantaga.gov

FAX: (404) 658-6157

Affirmative Action/Equal Opportunity Employer

The City of Atlanta is an Equal Opportunity Employer and does not discriminate on the basis of Race, Sex, Age, National Origin, Religion, Sexual Orientation or Physical/Mental Disability (Except where physical requirements constitute a bona fide occupational qualification.)

The hiring authority will contact only those applicants they deem most appropriate for the position.

Letters will not be mailed to individual job applicants.

APPLICANTS WHO MEET THE ABOVE REQUIREMENTS ARE PLACED ON THE ELIGIBLE REGISTER IN THREE CATEGORIES: QUALIFIED, WELL QUALIFIED, OR HIGHLY QUALIFIED.

THE EXAMINATION WILL CONSIST OF AN EVALUATION OF TRAINING & EXPERIENCE.

*Verification required prior to appointment.

11/18/2003

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